



STANDARD OPERATING PROCEDURES

for

PARKING OFFICERS

and

SUPERVISORY PARKING OFFICERS

2011

(An “” in Table of Contents denotes new or significantly revised sections.)*

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1. AUTHORITY AND APPLICABILITY

- 1.1** These procedures are promulgated by the Division Manager of the Parking Control Division (PCD), of the Parking Enforcement Management Administration (PEMA), under the authority of the PEMA Administrator, according to the authority of the Director of the Department of Public Works (DPW).
- 1.2** These procedures are subject to amendment upon written notification of the Division Manager or designee. Each supervisor, or the appropriate designee, shall ensure that all affected employees of the Parking Control Division receive a complete set of these procedures, appendices, and all amendments.
- 1.3** Each supervisor, or designee, shall keep an in-house personnel folder with a dated and signed receipt of all notifications and amendments issued to employees under his or her supervision. It is the responsibility of all employees to become familiar with and follow the provisions of this manual.
- 1.4** Employees with direct supervisory responsibility must become knowledgeable of and enforce these provisions, including all written notifications issued by the Administrator, Associate Administrator, or Division Manager; failure to enforce these procedures and all written notifications will represent a violation of §1.5 of this subsection.
- 1.5** Failure to enforce or to follow these standard operating procedures (SOPs) will lead to corrective and/or progressive disciplinary action, which may result in suspension and/or termination of employment of any member listed in the chain of authority, in accordance with the District Personnel Manual chapter 16.

2. DEFINITION OF TERMS

- 2.1** **Administration** – Parking Enforcement Management Administration (PEMA)
- 2.2** **Administrator** – Administrator, or senior official, of Parking Enforcement Management Administration
- 2.3** **Area** – any portion of the District of Columbia designated for enforcement
- 2.4** **Associate Administrator** – Associate Administrator of Parking Enforcement Management Administration, Program Operations or Operations Support
- 2.5** **Chain of Authority/Command** – levels of supervision within the organization that determine how information and assignments are disseminated to the workforce and permit employees to elevate issues and concerns to the Administration in the appropriate order
- 2.6** **Department** – refers to the Department of Public Works (DPW)
- 2.7** **Deputy Director** – Deputy Director of the Department of Public Works
- 2.8** **Designee** - a person authorized by the chain of authority to perform in a different capacity other than his or her current position; complete special assignments, tasks, projects, etc; or make decisions in situations that may require a judgment call
- 2.9** **Director** – Director of the Department of Public Works
- 2.10** **Division Manager** - Manager of the Parking Control Division
- 2.11** **Grace Period** - The first five minutes, after an employee's official tour of duty begins, when leave is not charged or penalties are not applied in accordance with the Leave Policy; and that may be used three times within the calendar month
- 2.12** **Lead Parking Officer** – a Senior Parking Officer
- 2.13** **Member(s) of the force** – uniformed personnel of the Parking Control Division
- 2.14** **Parking Control** –Parking Control Division of Parking Enforcement Management Administration
- 2.15** **Parking Officer** – an entry level Parking Officer (PO)

- 2.16 Patrol** – a surveillance assignment within a geographical area of the District of Columbia as specified by the Supervisory Parking Officer
- 2.17 Shift Coordinator** - a Senior Supervisory Parking Officer
- 2.18 Squad** – a working unit within the Parking Control Division that consists of a group of parking officers assigned to perform duties under the direction of a Supervisory Parking Officer
- 2.19 Supervisor** – refers to a Supervisory Parking Officer

3.0 CHAIN OF AUTHORITY

- 3.1** Within the Parking Control Division, the chain of authority for the uniformed force shall be in the following order:
 - a.) Administrator
 - b.) Associate Administrators
 - c.) Division Manager
 - d.) Shift Coordinator(s)
 - e.) Supervisory Parking Officer(s)
 - f.) Lead Parking Officer(s)
 - g.) Parking Officer(s)
- 3.2** During the absence of a supervising member in the chain of authority, a member of a higher, or equal, level of authority shall be empowered to act in the capacity of the absent supervisor. This temporary authority shall be assigned by the next level of supervision in accordance with § 3.1, and remain in effect until notified by a member in a higher level of authority.
- 3.3** Members acting in the capacity of an absent supervisor must be consistent when enforcing regulations, educating employees, and disseminating information about this SOP manual or any other existing policies and procedures. When consistency is questionable or contradiction exists, no actions or resolutions should be taken unless a member in a higher level of authority is notified for a resolution.
- 3.4** Supervising members of the chain of authority must ensure that any member in a lower level of authority acts in accordance with this SOP and all existing guidelines and procedures, and provide corrective action when appropriate.

4. POSITION OF THE DIVISION MANAGER

- 4.1** Under the direction of the Associate Administrator for Program Operations, the Division Manager shall:
- 4.2** Have full control and responsibility for the overall administration, operation, and effectiveness of the ticket issuance program, including all uniformed personnel and administrative staff.
- 4.3** Ensure that all supervisory members under his or her authority consistently enforce, educate, and disseminate information from this SOP manual and any other guidelines, policies, and procedures issued by the Administration or Department.
- 4.4** Ensure that all members under his or her authority perform in accordance with the directives and guidelines of this SOP well as all other policies and procedures issued by the Administration.
- 4.5** Make a judgment call when contradictions exist, and consult the Associate Administrator for Program Operations for possible resolutions, when necessary.
- 4.6** Designate the Shift Coordinator, or appropriate designee, to act in this capacity during the absence of the Division Manager.

5. POSITION OF THE SHIFT COORDINATOR

- 5.1** Under the direction of the Division Manager, the Shift Coordinator shall:
- 5.2** Have responsibility for the overall administration, operation, and effectiveness of the ticket issuance program, including all uniformed personnel and administrative staff.
- 5.3** Coordinate activities and provide guidance, leadership, and technical instruction to supervisory parking officers (SPOs).
- 5.4** Develop deployment strategies and work plans for rotating shifts, weekends, holidays, and special or emergency events; share information with supervisory staff to ensure that the operation runs seamlessly in his or her absence.
- 5.5** Resolve parking enforcement-related issues with internal and external customers.
- 5.6** Ensure that all members under his or her supervision receive and comply with all policies, procedures, and directives.
- 5.7** Ensure that all supervisory members under his or her authority consistently enforce regulations, educate subordinate employees, and accurately disseminate information from:
 - a) The Standard Operating Procedures (SOPs)
 - b) The District of Columbia Municipal Regulations (DCMR)
 - c) The District Personnel Manual (DPM)
 - d) Any issuance or policy document issued by the Administration or Department
 - e) Any directive issued by the Division Manager, Associate Administrator, or Administrator
- 5.8** Designate a Supervisory Parking Officer, or appropriate designee, to act in this capacity during the absence of the Shift Coordinator.

6. POSITION OF THE SUPERVISORY PARKING OFFICER

- 6.1** Under the direction of the Shift Coordinator, the Supervisory Parking Officer shall:
- 6.2** Ensure that all members under his or her authority act in accordance with this SOP, and in conjunction with any policies, procedures, or directives issued by the chain of command, Administration, or Department.
- 6.3** Assume responsibility for the activities, conduct, and ongoing training of parking officers under his or her direct supervision.
- 6.4** Conduct uniform inspections for subordinate employees before or during roll-calls in accordance with the uniform policy.
- 6.5** Elevate enforcement issues, conflicts, or concerns that can potentially cause disruption to the operation or affect traffic flow or parking violations within assigned area, and seek prompt resolution through the chain of authority.
- 6.6** Monitor the appropriate care and use of transportation equipment, including vehicles, bicycles, and segways assigned to his or her squad; personally conduct fleet inspections, or assign a designee to do so.
- 6.7** Maintain records of leave requests, incidents, accidents, evaluations, and all other reports, statements or testimonies submitted by subordinates, using confidentiality, discretion, or privacy when deemed necessary, required, or preferred by the employee, superior or the Administration.
- 6.8** Compile, prepare, and submit all forms, reports, summaries, and other daily work activities of front line employees or as required by the Administration or Department.

- 6.9** Evaluate the deployment of personnel and use of equipment, forms, and all other resources to increase efficiency and develop more effective operations.
- 6.10** Investigate all accidents/incidents involving members and equipment under his or her supervision; ensure accurate and timely reporting of such incidents and follow through for appropriate action as required by the Administration or Department.
- 6.11** Participate as an active member of the squad by issuing notices of infraction (NOIs) while patrolling assigned areas of Washington DC, and meet regularly with all squad members to provide on-street instruction and offer solutions to parking enforcement challenges.
- 6.12** Perform other activities or duties that may require flexibility and/or adaptability to new circumstances, changes, or needs in the operation that the Administration and Department cannot anticipate.

POSITION OF THE LEAD PARKING OFFICER

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- 7.1** Report s daily to a supervisor or designee as scheduled and supports the daily deployment of employees to include coverage issues that may affect the enforcement patterns.
- 7.2** Performs all the duties of a Parking Enforcement Officer (PO) as listed in section 8 of this manual and provide day to day guidance, training and leadership to PO's.
- 7.3** Monitors the appropriate care, use, and maintenance of vehicles, bicycles, segways and/or other transportation devices assigned to him/her and personally conducts an inspection before the operation and after the operation of the device.
- 7.4** Provide daily written or verbal summaries of activities of employees to the supervisor or appropriate official's review, regarding:
 - a) Performance
 - b) Training needs
 - c) Behavioral issues
 - d) Malfunctioning parking meters
 - e) Conflicting or missing parking signs or traffic control signs
 - f) Incidents/Accidents
- 7.5** Follows-up with employee's assignments to ensure that the supervisor's instructions and deadlines have been met.
- 7.6** Maintains up to date knowledge of any document listed in Section 6 and answer questions to citizens and other employees on procedures, policies, directives, regulation or rule changes and consults the supervisor for information or decisions on problems that arise.
- 7.7** Investigates residents', businesses', visitors' and other government agencies' parking enforcement service requests or complaints and resolves issues; or directs the service request to the corresponding division or agency for additional investigation or conclusion.
- 7.8** Upon request assists citizens and visitors with needs and gives directions to any person to

places within the District.

- 7.9** Communicates with officials, supervisors and dispatchers using the Nextel radio, e-mail or telephone to inform them of circumstances requiring additional support in accordance with procedures.
- 7.10** Appears at traffic adjudication hearings to present justification relating to contested citations in accordance with procedures.
- 7.11** Performs other duties as assigned or as needed to accomplish or support the mission of the Division, Administration or the Department.

8. POSITION OF THE PARKING OFFICER (PO)

- 8.1** Report daily to a supervisor or designee as scheduled and follows all lawful instructions of a supervisory official including all directives and procedures listed in:
 - a) The Standard Operating Procedures (SOP),
 - b) The District of Columbia Municipal Regulations (DCMR),
 - c) The District Personnel Manual (DPM),
 - d) Any Policy issued by the Administration or the Department and,
 - e) Any Directive issued by the Administrator, the Division Manager or Shift Coordinator thru the supervisor or designee. PO's should refrain from taking any action beyond his/her authority.
- 8.2** Monitors the appropriate care, use, and maintenance of vehicles, bicycles, segways and/or other transportation devices assigned to him/her and personally conducts an inspection before the operation and after the operation of the device and reports defects to his/her supervisor or designee.
- 8.3** Reports to the supervisory official, shift coordinator or designee any violation of these procedures and any other laws or regulations by other members of the force.
- 8.4** Act in a manner that will promote the mission and vision of the administration (PEMA), the Department (DPW), and the District of Columbia government.
- 8.5** Unless otherwise instructed by a superior or during official breaks, devotes his/her entire time and energy during working hours to the enforcement of all parking regulations in accordance with the District of Columbia's Municipal Regulations title 18, and initiates the towing of vehicles as trained or instructed by superiors.
- 8.6** Courteously and professionally explains parking regulations and infractions to the general public and gives directions to tourist attractions and places such as hospitals, police stations, restaurants and other public buildings within the District of Columbia.
- 8.7** Presents, suggests or recommends to his/her superior for review and/or action, irregularities dealing with:

- a. Parking abnormalities or abnormal parking patterns
- b. Beat analyzes, beat enforcement
- c. Malfunctioning parking meters
- d. Conflicting or missing parking signs or traffic control signs
- e. Obstructed Parking signs, Stop signs, Yield signs or any safety hazard.
- f. Incidents/Accidents
- g. Performs other duties as assigned or as needed to accomplish or support the mission of the Division, Administration or the Department.

9. ROLL CALL

9.1 Roll Calls are part of the daily operations of the Parking Enforcement Management Administration (PEMA). Each shift has a daily roll call. The Administration requires a high level of professionalism and accountability during this procedure by all members in the chain of authority.

9.2 The purpose of Roll Call is to:

- a) Track attendance, punctuality and ensure that work begins on time;
- b) Provide communication of events affecting normal operations;
- c) Promote workplace health and safety.

9.3 Secondary objectives of Roll Calls include:

- a.) Uniform Inspections
- b.) Role-modeling expected behaviors
- c.) Information Sharing
- d.) Team Building
- e.) Just-in-time Training
- f.) Acknowledgement and Recognition
- g.) Addressing questions and concerns
- h.) Promoting understanding and positive feed back
- i.) Motivation

9.4 The process owner(s) are/is the supervisor(s) or designee and must be administered using the chain of authority in a top to bottom format in accordance with [§ 3.1 a-e].

9.5 The same announcements should be read to all shifts. Announcements that are made after the beginning of any shifts should be kept on the clipboard and read the following day.

Speakers should speak in a manner that ensures all others can hear them, using microphones if necessary.

Roll Call should be approximately 15 minutes long and can be extended depending upon the number of squads, shifts or units and the number of announcements.

9.6 To ensure the same information is transmitted to each Roll Call, a clip board must be maintained and posted in the Roll Call room by the shift coordinator(s) or designee. The member reading information from the daily clipboard should initial & date the information when read, to ensure that each successive shift has received the information.

9.7 Member(s) designated to read the daily announcements should be prepared by reading them in advance and be able to answer basic questions about the information being provided with assistance from a member of the management team. If a question cannot be answered immediately the supervisor or designee must research the answer and report back at the earliest possible time or the next day.

9.8 Important announcements should be given to absent or late employees by the employee's direct supervisor.

9.9 Roll Call Ground Rules:

- a.) Start on time
- b.) Turn cell phones on vibrate or silent
- c.) Don't interrupt the speaker
- d.) Participate in a non-adversarial manner
- e.) Raise hand to comment on issues and wait for approval
- f.) Focus on productivity and workplace improvements
- g.) Participate openly and honestly
- h.) Be specific, use examples
- i.) Allow others to share, don't dominate
- j.) Don't blame, resolve
- k.) Handle individual issues off line
- l.) Do not direct humorous attacks ("scuds"), or unflattering or embarrassing statements or comments to fellow officers
- m.) Maintain Confidentiality
- n.) Address each other as "Officer," "Mr.," or "Mrs./Ms."

9.10 Prohibited activities during Roll Calls:

- a) Frequent late arrivals
- b) Ignoring a member's raised hand
- c) Talking without approval from a superior or speaker.
- d) Venting personal issues
- e) Any type of use of cell phones
- f) Eating, unless refreshments are being provided
- g) Personal non-work related activities (readings, selling, soliciting, publicizing or announcing etc).
- h) Leaving the Roll Call for non-emergency reasons. (In the event of an emergency, employee will consult with his/her supervisor prior to leaving roll call room.)
- i) Same subject discussions lasting more than (3) three minutes (except training issues or other activities approved by management)

9.11 Supervisors are encouraged to positively acknowledge Roll Calls that meet this standard and to enforce all violations in accordance with this manual.

9.12 Periodic uniform inspections are to be conducted after the announcements in accordance with section 12 of this manual.

9.13 Employees will be granted a grace period of up to five (5) minutes after their scheduled tour of duty begins, without penalty.

- 9.14** Employees arriving after the 5-minute grace period will be charged leave of one hour, and their tour of duty will begin after that one-hour period.
- 9.15** A member, to whom leave is charged, may use the remaining time of the first hour as desired or at their preference to attend Roll Call. However, if they elect to attend Roll Call, they will not be permitted to participate.
- 9.16** In the event that the designated Supervisor(s) for Roll Call is absent or otherwise unavailable, the Shift Coordinator will designate an alternate.
- 9.17** In case of an emergency in the building, preserve the existing roll call procedures and when this is not possible the Division Manager will notify employees through the chain of authority about the new instructions, new roll call room or place, new procedures or exceptions, if any.
- 9.18** During Roll Call members should notify their supervisor immediately of:
- a) Any personal emergency
 - b) Any personal health conditions or sickness by other members
 - c) Any safety, hazardous or dangerous events
 - d) Any suspicious or illegal activity by anyone
- 9.19** Be responsible for the general cleanliness of the roll call area depositing all trash generated into a trash receptacle.

10 UNIFORM AND APPEARANCE

- 10.1** The purpose of this section is to establish specific regulations for the wearing, issuance, care, and maintenance of uniforms issued to members in the chain of command. Everyone must adhere to this policy and inspections will be conducted during roll calls to insure strict adherence to the uniform appearance standards. Members not conforming to these guidelines won't be permitted to perform their duties.
- 10.2** All uniforms and equipment are the property of the Department, issued by the Parking Enforcement Division, and must be returned upon resignation, removal, or granting of leave without pay for a period exceeding 30 days.
- 10.3** It is the policy of the Parking Division that all members report to roll calls with a neat, clean and well-pressed uniform and strive to maintain a professional appearance throughout their tour of duty.
- 10.4** Members will wear only the issued and approved uniform and uniform accessories while on duty and until their tour of duty has ended and no part of the uniform may be worn for off duty activities.
- 10.5** Alterations, variations or additions to the uniform and/or wearing of uniforms without the approval of the Division Manager are prohibited.
- 10.6** Whenever new uniforms are purchased, there should be a uniform committee of members from each level of authority.

- 10.7** Employees in violation will be progressively disciplined; corrective actions may include charge of leave until the member uniform is in compliance with this policy, constant violations will result in suspension and termination of employment.
- 10.8** The Division Manager may agree to allow Polo Shirts to be worn, with the approved white/navy blue colors for supervisors and navy blue for front line members (this also includes other colors, such as the DPW gray shirt, if issued by the Administration). Shirts must be neatly tucked into pants at all times while on duty.
- 10.9** Uniform, and Personal Accessories
- 10.10** The term “uniform,” shall include the following articles:
- | | |
|------------------------------|-----------------|
| Reefers/Storm Coats | Slacks/Trousers |
| Raincoats/Rain pants and hat | Shirts |
| Jackets | Sweaters |
| Hats | Neckties |
| Rubber Boots | Belts |
| Radio Case. | Shorts |
- 10.11** The term “personal uniform accessories,” shall include the following articles:
- | | |
|--|---------------------------|
| Thermal Under-jackets/Vests | Scarves |
| Mufflers/Ear Protectors | Socks/Stockings* |
| Shoes/Boots | Gloves |
| Undergarments | Watches |
| Ball-point pens (black or dark blue ink) | Umbrellas (black or blue) |
- *“Stockings” are defined as gartered nylon stockings, pantyhose, tights, and knee-highs.
- 10.12** Acquisition and Replacement Policy
- 10.13** Members of the force will be held strictly accountable for the care, use, and maintenance of all articles of the uniform and any official equipment furnished.
- 10.14** It shall be the duty of all members of the force to produce any and all uniform items and official equipment upon demand of the Division Manager, or his/her designee.
- 10.15** No member of the force shall remove, erase, cover in any manner or disfigure any stamp, mark, tag, or label attached to any uniform or article of official equipment or property of the District of Columbia.
- 10.16** Members of the force shall wear the regulation uniform and carry the prescribed equipment at all times when on duty, except as otherwise directed.
- 10.17** After the initial issuance of the articles of the uniform, replacements will be made by the Department on a scheduled basis.
- 10.18** Badges/Emblems: Members of the force shall carry their Badge, ID card, Name Tag (if provided), and uniform emblems only while in uniform and shall display it on his/her outermost garment in the place provided or approved by the manager.
- 10.19** Parking Officers shall wear silver badges and Supervisory Parking Officers shall wear gold badges and emblems
- 10.20** Wearing of Uniforms and Personal Accessories
- 10.21** Each member of the force shall report for duty as scheduled with the prescribed uniform for that seasonal period in which the duty is being performed. These periods and authorized options are as follows:
- A. Summer Uniform – May 15 through September 30

1. Regulation slacks
 2. Regulation shirt – optional short or long sleeved (no tie)
 3. Regulation badge
 4. Regulation hat
 5. Shoes and socks or stockings
 6. Regulation Raincoats/Rain pants and hat (when needed)Shorts
- B. Spring/Fall Uniform – April 1 though May 14 and October 1 through 31
1. Regulation slacks
 2. Regulation uniform coat or jacket (optional)
 3. Regulation long sleeved shirt and tie
 4. A regulation badge
 5. A regulation hat
 6. Shoes and socks or stockings
 7. Regulation Raincoats/Rain pants and hat (when needed).
- C. Winter Uniform – November 1 through March 31
1. Regulation slacks
 2. Regulation uniform coat or jacket
 3. Regulation long sleeved shirt and tie
 4. A regulation badges
 5. A regulation hat
 6. Regulation reefer/heavy-duty convertible storm coat
 7. Shoes or boots and socks or stockings
 8. Regulation Raincoats/Rain pants and hat (when needed)
 9. Regulation rubber boots (when needed) and
 10. The following item should be considered personal: Gloves, scarves, sweaters, thermal vests, mufflers, and ear protectors (when needed).

Weather Exceptions

- When the weather is extremely cold, (below 25 degrees) members working out of doors may be allowed to wear navy blue or black dickeys or turtle neck shirts under the long sleeved uniform shirts in lieu of the uniform ties.
- When the official Weather Bureau temperature is 70 degrees or higher, members may wear long sleeved shirts with tie and no jacket.
- When the official Weather Bureau temperature is below 65 degrees, or rain is forecast, members may wear the uniform raincoats/rain pants (with regulation slacks under rain pants), and hat, coat or jacket with long-sleeved shirt and tie.

- 10.22** When extreme drops in temperature occur during a tour of duty, members of the force may be permitted by their supervisors to change uniforms.

When members are ordered to report for any hearing, detail or event, they shall report in the uniform specified by the Division Manager or his/her designee.

10.23 Guidelines for Appearance

10.24 Clothing and Equipment:

- A. Uniform Jacket – The jacket shall be worn and fastened at all times. A tie shall be worn with the uniform jacket.
- B. Slacks/Trousers – The slacks or trousers will be cuff-less and may be no longer than an inch from the floor at the heel and must touch the top of the shoe in front so as to cause the front crease to have or nearly have a slight break in the crease line and shall not hang below the waist, extremely tight or loose fitting trousers are prohibited.
- C. Shirt and Tie – All members shall wear the issued tie with a long sleeved shirt. Shirt cuffs shall be worn fully extended and buttoned. Short sleeved shirts shall be worn with one button open at the collar. If a second button is worn open, a navy blue or black under garment must be worn. Sleeves shall be fully extended without rolls or folds to shorten the regular length of the shirt.
- D. Hat – The uniform hat must be solid black or navy blue with no emblems or designs unless issued by the Department. It shall fit squarely on the head so that the top is flat and facing straight forward. Skull caps or “do rags” are not permitted. The uniform hat shall be worn by all members while on duty, except when inside a vehicle or building. Upon entering or while inside a vehicle or building, members may remove their hat, but shall replace it immediately upon leaving such vehicle or building.
- E. Reefer, Convertible Storm Coat, or Raincoat – When any of these garments are worn they shall be buttoned. The uniform must be worn under rain gear or in inclement weather at all times.
- F. Belts – All members shall wear a plain black belt without ornaments and alterations, not less than one and one-fourth or more than two and one-fourth inches in width with a square brass-plated buckle placed above the zipper.
- G. Rubber Boots – During periods of inclement weather, all members shall wear regulation black rubber boots or any authorized water-repellent shoe boot.
- H. Identification Card/Security Access Card – Shall be worn at all times while on duty. A member shall not use or present any personal cards of any kind describing his/her position as an employee of the PEMA for any personal advantage not connected to their official duties.

10.25 Personal Accessories:

- A. Footwear – When in uniform, plain, solid black leather/vinyl tie up athletic shoes shall be worn. Shoe soles shall not exceed three-fourths of an inch in thickness. Heels shall not be more than one and one-half inches in height. The shoes shall be kept clean, in good repair, and shined to a luster. Shoes may be of a high top design provided that the top is close fitting; however, fashion footwear is not permitted (e.g. Jordan or LeBron sneakers). Loafers, shoes with buckles, Velcro, suede, nut buck, mesh or any fabric other than leather or vinyl shall not be worn. Shoes with straps, wedge heels, or open heels are not permitted. During periods of cold or inclement weather, members may wear black insulated, water-repellent shoes or boots with a plain design that are oil treated that cannot be shined to a luster.

- B. Socks – When in uniform, members shall wear navy blue or black socks, except when granted written authorization by the Division Manager. Patterned socks, “footies” or ankle socks shall not be permitted.
- C. Sweaters, Dickeys, and Turtlenecks – During periods of extreme cold, members who spend their tour outdoors may wear navy blue or black sweaters with long sleeved shirts and ties; black or navy blue dickeys with long sleeved shirts; turtlenecks may be worn under the long-sleeved shirts.
- D. Gloves, Mufflers, Scarves, Ear Protectors – When in uniform black or navy blue gloves, mufflers, scarves, and ear protectors shall be worn when outside in cold weather. In special circumstances, the Branch Manager may authorize white gloves for purposes of formality.
- E. Thermal Under-jackets and Vests – When outside in cold weather, members may wear thermal under-jackets or vests. These items are considered undergarments and shall be concealed from view at all times while in public places.
- A. Undergarments – Appropriate undergarments shall be worn under shirts and trousers; in such a manner as to be concealed from view, except that T-shirts shall be white or navy blue in color. Undergarments shall be in a neat and clean condition and may be worn with short sleeved shirts; undergarments shall not be visible while wearing official uniform.
- F. Jewelry – Pins, insignia or buttons that are not specifically issued by the Department or authorized for wear by the Director shall not be worn or attached to any portion of the uniform. However, members may wear wedding bands and small, stud earrings that are gold, silver, or pearl. No member shall wear exposed necklaces, loop, ring or dangling earrings; neither shall rings be worn in or on the nose, lips, brows, tongue or any other visible part of the body. Functioning time pieces shall be required.

10.26 Personal Grooming for Male POs:

- A. Facial Hair – Members of the force shall wear short, well-trimmed mustaches and beards.
- B. Hair, Braids/Dreadlocks and Sideburns – Hair, Braids and/or sideburns shall be neat and clean to present a well-groomed appearance. Hair should not prevent the uniform hat from fitting securely on the head.

10.27 Personal Grooming for Female POs:

- A. Hair/Braids/Dreadlocks – Members shall keep their hair/braids clean and neat to present a well-groomed appearance. The hair should not prevent the uniform hat from fitting securely on the head.
- B. Wigs and Hair pieces- Can be worn if they conform to the standard for natural hair colors; unusually bold or unnatural colors are prohibited.
- C. Hair Ornaments – No decoration or glitter shall be worn in the hair. Items used to hold hair in place shall be concealed as much as possible and be either black or navy blue in color, with no elaborate designs.

10.28 Members wearing their uniform accessories while traveling to work or after their tour of duty, give the perception of representing the District, therefore must comply with this policy and if an employee wants to avoid this responsibility while traveling to work or after work he/she must wear their regular personal attire.

11. USE OF GOVERNMENT EQUIPMENT

11.1 The purpose of this section is to establish specific regulations for the issuance, care, and maintenance of equipment assigned and used by members.

11.2 It is the policy of the Parking Control Division that all members maintain any equipment issued and used to conduct the official business of the government in accordance with any existing guideline or policy by the administration or the department.

11.3 The term equipment refers to the following list of items:

<u>Uniform</u>	<u>Transportation Equipment and Accessories</u>	<u>Work Equipment</u>
Reefers/Storm Coats	Vans	Computers
Raincoats	Pick-ups	Office Printers
Rain pants and hat	Vehicles	Mobile Printers
Jackets	Bicycles	Handhelds
Hats	Segways	Radios/Nextel's
Rubber Boots	Helmet	Telephones
Radio Case	Eye glasses	Mobile Phones/PDA's
Slacks/Trousers	Gloves	
Shirts	Reflective Vest	
Sweaters Neckties		
Shorts		

11.4 The issuing uniform equipment officials must make sure that all equipment issued to is/are clean, pressed and in good conditions.

11.5 The official issuing any transportation equipment must make sure that such is safe, clean, fueled, charged and operating correctly.

11.6 The official issuing any work equipment must make sure that such is clean, charged and in good working conditions to hold a full tour of duty.

11.7 Members must make sure before signing for or taking out any equipment listed in §13.3 that such equipment is not damaged or is in working conditions, that is clean, that is safe and/or operational.

11.8 Members must make sure that any equipment issued for their use is maintained and returned in the same condition that was issued.

11.9 When equipment is damaged or becomes damaged during the tour of duty or is in need of repairs notify your supervisor or designee immediately.

11.10 After the use of any transportation equipment member must clean, fuel or charge the transportation equipment and in the event of bicycles conduct an ABC safety inspection.

11.11 Members must make sure that any equipment issued for their use is maintained and

returned in the same condition that it was issued; unless accompanied by an incident/accident report.

12. PATROL DUTIES

12.1 When enforcing parking regulations officers must maintain a high level of professionalism and enforce regulations in accordance with instructions received during training or instructions received from a supervisor or designee and in accordance with the following official documents:

- f) The Standard Operating Procedures Manual (SOP),
- g) The District of Columbia Municipal Regulations (DCMR),
- h) The District Personnel Manual (DPM),
- i) Any Policy issued by the Administration or the Department and.
- j) Any Directive issued by the Division Manager or the Administrator, thru the Shift Coordinator, Supervisor or designee

12.2 When enforcement issues, conflicts or concerns in any of the areas listed in § 12.1 (a-e), become known and it is determined that it can create a distraction in the operation, the enforcement member must inform a superior or designee and elevate the issue thru the chain of authority.

12.3 Patrol duties are to be conducted as assigned either by foot (walking), vehicle, bicycle, segway and other transportation methods assigned by the superiors or designee.

12.4 Patrol duties require public exposure, visibility and can be physically and mentally demanding; therefore, when conducting a patrol, officers must:

- a. Be aware or alert for their personal safety at all times
- b. Be able to walk up to 10 miles per work day
- c. Stand or sit for long periods of time
- d. Work during all types of weather (hot, cold, rain and snow and so on)
- e. Deal with vehicular and pedestrian traffic
- f. Deal with aggressive, hostile and curious citizens
- g. Assist citizens and giving directions
- h. Explain rules and regulations
- i. Respond to private or public property complaints
- j. Meet periodically with a superior or designee
- k. Assist other members in the field when instructed
- l. Comply with all traffic, parking and safety regulations
- m. Avoid standing in the roadway while issuing, observing or investigating notices of infraction.

12.5 When patrolling an area officers must report to a superior any of the following:

- a. Accidents/incidents that occur while performing their patrol
- b. Hazardous or unusual parking conditions
- c. Damaged, faded, missing, conflicting or inadequate parking signs
- d. Malfunctioning or missing parking meters and traffic signals
- e. Reserved or Emergency No Parking signs
- f. Any open manhole, sewer, drain or safety hazard
- g. Fires, emergencies or police activities affecting their patrol
- h. Unattended equipment that can be accessed by children
- i. Unsafe excavations or construction sites
- j. Any activities or events that may threaten public safety

12.6 In areas where the residential parking restriction is in effect, accurately time the two-hour limit for vehicles that do not display the current sticker for that zone by recording those license plate numbers.

12.7 Observe and enforce all violations dealing with the parking, safety and registration of vehicles, for example:

- a. Proper Display of Identification tags
- b. Proper Display of Inspection sticker
- c. Proper Parking Requirements
- d. Proper loading and unloading of vehicles in Loading Zones
- e. Observe all parking meters and parking meter zones
- f. Observe all non-posted regulations
- g. Enforce all posted parking regulations (stands and zones)
- h. Enforce all temporary and emergency restrictions accordingly
- i. Observe and enforce parking limits in Residential Permit Parking zones, Time Limited Parking signs and the time limitation at parking meters.
- j. Honor or enforce all parking permits, special license plates and official government vehicles accordingly.

12.8 In instances where violations warrant towing, affixes tow-away authorization stickers on the rear windshields of vehicles and radios accurate descriptions and locations of vehicles to the dispatcher. Apprise the dispatcher of the nature and circumstances of each towable violation to assist the dispatcher in assigning priority to removals.

12.9 When emergency situations are declared comply with all requirements of an essential employee and conduct patrols in accordance with specific instructions or guidelines for the emergency event.

12.10 Prohibited Acts: During patrols, no enforcement officer shall do any of the following:

- a. Ignore or deny explanations for violations/rules to citizens and visitors
- b. Pass vehicles parked in violation and not issue an infraction
- c. Smoke, eat, drink or talk on the phone while enforcing violations

- d. Carry unofficial equipment
- e. Sit on, place foot or hands or any other object on vehicles parked illegally or legally
- f. Knowingly display an infraction on a vehicle with an error
- g. Fail to report damages caused by the officer to vehicles or property
- h. Knowingly allow citizens to park illegally and not give them notice
- i. Enforce dark or poorly lit areas before dawn or after dusk.

13. GENERAL INSTRUCTIONS FOR PREPARING NOTICES OF INFRACTION (PARKING TICKETS)

13.1 When issuing a notice of infraction with the handheld ticket issuance computer, observe the following procedures:

- a. Turn on handheld ticket issuance computer.
- b. After the booting cycle is complete enter your user ID and password, make sure your name and badge number are displayed.
- c. If your name is not displayed, log out and repeat the process.
- d. If you are unsuccessful notify your supervisor and do not proceed.

13.2 Print a test ticket to confirm that the correct date, day and time is displayed. If not notify your supervisor immediately before leaving the handheld room and do not issue tickets with the computer until the problem is corrected.

13.3 Choose ticket entry process from the main menu.

13.4 Enter the license plate in the license plate field or the seventeen characters of the VIN number.

13.5 Choose the correct state, Canadian province or foreign country from the drop down list or select XX for unregistered vehicles.

13.6 Select the expiration year from the drop down list or enter it.

13.7 Select the vehicle make from the drop down list or enter this information directly, if not listed or select unknown when the make is not visible.

13.8 Select the vehicle body type from the drop down list.

13.9 Select a violation type from the drop down list, i.e. AJVO, Ticket Book or Other Category.

13.10 If the violation selected displays a drop down list, then select a statement or comment that best explains the violation you are enforcing or enter your own supporting remark.

13.11 When enforcing parking meter violations follow the next two steps:

- a. Enter the length of time as indicated on the meter sign.
- b. Enter the parking meter number that you are enforcing.
- c. Take the license plate in the timing mode for the time limit posted in that meter zone.

13.12 Select the beat number that corresponds to the area you are enforcing.

- 13.13** In the (Sit) field, select from the drop down block, front, rear, side of, adjacent to or opposite (which ever is applicable).
- 13.14** In the (BLK) enter the specific address number or block number and in the (SIDE) field select the North, South, East, or West.
- 13.15** In the (St1) field select the street name.
- 13.16** If necessary in the (Rem) field select or enter additional comments to support the violation.
- 13.17** Type internal comments if necessary in the (Priv) field. Note: information in this field cannot be viewed by violators.
- 13.18** At the confirmation screen, review violation information for accuracy. If changes are needed do the following:
- a. Return to the error and delete the un-needed information.
 - b. Make the corrections and proceed to the conformation screen ,
 - c. Repeat this process until the notice of infraction is correct and ready to print.
- When all the information is correct, print the notice of infraction.
- 13.19** After printing a notice of infraction (NOI), take up to four (4) pictures to support the violation at Traffic Adjudication, in accordance with “TicPics” policy.
- 13.20** Use the license plate recording applications in the timing menu to overtime RPP, Meters and Time Limit signs.
- 13.21** Voiding NOI’s
- 13.21.1 To the extent possible, a parking officer should not void tickets while in public; instead, he/she should print the NOI and submit the hard copy to his/her supervisor as part of the End of Day Report.
- 13.21.2 In instances where upon review, a parking officer determines that the NOI is invalid, and he/she wishes to invalidate the NOI immediately, he/she should select the “Void” button on the handheld device, which prevents the system from printing the ticket.
- 13.21.3 The officer should enter a reason for the void into the handheld device that will be reviewed by the supervisor. He/she should also include such voids on the End of Day Report as well.

14. APPEARANCE AT HEARINGS

- 14.1** When a ticketed motorist requests a hearing date requiring the presence of the issuing parking officer, the Adjudication Scheduling Branch will contact the Parking Control Division with the prescheduled hearing date. This shall be the member’s assigned hearing date during an applicable work day. The Issuing Official is the Department’s principal witness at administrative hearings on citations issued.
- 14.2** The Issuing Official shall obtain copies of tickets to be adjudicated prior to scheduled

hearings from their immediate supervisor or designee. Members shall conduct a thorough review of the ticket copies to prepare for effective participation in the hearing process.

14.3 When a citizen or motorist appeals a Notice of Infraction, an Issuing Official will give clear and orderly recitation of relevant facts.

14.4 An Issuing Official will listen to vehicle owner's responses and reply with rebuttal testimony, using information recorded at the time of the citation where appropriate.

14.5 By giving consistently accurate, complete, and relevant testimony, the Issuing Official can reduce the number of motorists that might otherwise avoid responsibility for their violations.

14.6 Members appearing at hearings or in any judicial capacity shall be in full uniform in accordance with the uniform policy.

14.7 No member of the force shall appear in uniform for a hearing on any ticket received on his/her personal vehicle or to influence the Hearing Examiner to dismiss any ticket.

COMMUNICATIONS EQUIPMENT

15.

15.1 The purpose of this section is to establish responsibility and procedures for the issuance, operation, repair, handling, and security of any communication equipment issued to officers in the chain of command.

15.2 Member must have a Department issued communication device before departing for any type of field work, activity or event, unless permitted by the Division manager when accompanied by a officer who has a communication device.

15.3 The Supervisor or designee shall be responsible for obtaining the communication equipment and batteries from storage and for issuing such equipment to officers under their supervision.

15.4 The Supervisor or designee shall inspect each communication device for damage and proper operation before issuance and shall make a similar inspection when the communication device units are returned.

15.5 When calling the towing dispatcher, branch office, supervisor or designee members of the force shall identify themselves by badge number.

15.6 When communicating with the Nextel or radio officers must use the Ten Code Series and signals for Radio Transmission.

Transmission Codes

Transmission Signals

10-01 Unable to copy	10-10 Stand-by	Signal 01 Call the office
10-02 Good transmitting	10-11 Transmitting too fast	Signal 03 Respond to the
10-03 Stop transmitting	10-13 Weather report	office
10-04 Acknowledge	10-20 State your location	Signal 82 Request a meeting
10-05 Relay message	10-22 Disregard or cancel	Signal 88 Break for refueling
10-06 Station is busy	10-33 Emergency in process	Signal 99 Break for lunch
10-07 Out of service	10-36 Time	
10-08 In service	10-87 Radio check	
10-09 Repeat your message		

15.7 Limit the use of any communication equipment for the following purposes:

- a.) To request for police assistance, help and/or report any personal safety issues.
- b.) To report vehicles to be towed or relocated.
- c.) To maintaining contact between supervisors, PO's and customers.
- d.) To communicate with dispatchers or customer service representatives.
- e.) To close a complaint or service request.

15.8 Unlawful Communication Acts:

- a.) Transmission of profane or indecent language
- b.) Unnecessary or superfluous messages
- c.) Deliberate interference, without good cause, with other officer's communication equipment or device
- d.) Willful damage; or allowing unauthorized persons to tamper with, use, or operate radio equipment
- e.) Leaving unattended or turning off a communication device while on duty

15.9 Whenever a communication device is malfunctioning, it shall be brought to the attention of the supervisor or designee immediately. Under no circumstances shall any repair be attempted or undertaken by anyone other than authorized maintenance personnel.

15.10 Officers who use communication devices as their primary means of communication shall carry the approved carrying case that is either attached to the uniform belt or equipped with a shoulder strap.

15.11 It is the policy of this Department that the user of a communication device is solely responsible for its security, unless relieved of responsibility by their supervisor. Officers will be held accountable for the loss or damage of a communication device resulting from his/her negligence.

15.12 The lost or damage of a communication device will be investigated on an individual basis. If negligence is demonstrated, the user is required to reimburse the full value of the missing or damaged communication device to the Administration and appropriate disciplinary action will be recommended.

PUBLIC CONTACT

16.

16.1 PEMA has the responsibility to create a positive impression about the District government to those that we serve.

16.2 POs encounter a wide range of contact with the public from abusive treatment by ticketed drivers to tourist seeking directions to points of interest in the Nation's Capital.

16.3 POs must maintain their composure under severe harassment and make sustained efforts to diffuse such situations. Courtesy and good judgment must be displayed in a variety of situations and circumstances.

16.4 POs will radio for assistance when threatened with bodily harm or where an unusual intense persistent reaction by the public exists to the enforcement of parking violations.

16.5 POs will explain to drivers or owners of a booted, towed or relocated vehicle, the procedures for having boots removed, having vehicles released from impoundment facilities or finding a relocated vehicle to a nearby street.

16.6 POs will assist visitors and residents about the locations of and transportation to tourist points, shops, restaurants, government agencies, police or fire stations and hospitals.

16.7 Customers should be handled with the highest level of customer service by all PEMA employees. Employees are expected to adhere to all aspects of the following standards

- a) Use a standard salutation or (Greeting)
 - 1) State your name
 - 2) State your badge number
 - 3) State your job title
 - 4) Ask the customer how you can be of assistance
- b) Use courtesy /etiquette
 - 1) No chewing gum, smoking, drinking or eating while interacting with customers
 - 2) Don't hold secondary conversations or interactions
 - 3) Be prepared and available to assist customers at all times
 - 4) If already assisting a customer, do acknowledge the presence of another who may need your attention by at least making eye contact Use customer-friendly tone of voice, gestures and facial expressions
 - 5) Do not become confrontational
 - 6) Maintain eye contact
 - 7) Listen carefully to customer and take notes if necessary
 - 8) Ask appropriate follow-up questions to verify understanding
 - 9) Speak to customers as you would like to be spoken to
 - 10) Keep customers informed of the progress on their issue to proactively manage their expectations.
 - 11) Assume personal responsibility for each interaction by either servicing the customer or by directing them to where their concerns will be appropriately

addressed

- c) Use a standard closing
 - 1) After the initial request has been fulfilled, ask the customer if he/she requires further assistance or has additional questions.
 - 2) Thank the customer for the interaction when possible

16.8 Provide the District of Columbia customer service 311 numbers, when you don't know the answer for the information requested.

END OF DAY REPORTING

17.

POs shall:

- 17.1** Upon completion of each days field work, return to the headquarters and prepare a patrol report. (Complete all appropriate daily forms.)
- 17.2** Turn in all completed notices of the handheld to appointed designee.
- 17.3** Turn in all voided notices on the standard void request forms to the supervisor. When using a ticket book, return unused notices to the supervisor along with vehicle and Segway keys, bicycles, radios and take the Handheld computer and Printer to the Quality Control Division.
- 17.4** Be held strictly accountable for any and all notices issued to you.
- 17.5** Complete the daily activity form which includes the number of patrol hours, number of notices issued, voided, number of tows authorized, observed and issued number of residential enforcement data, time limit parking data, vehicle mileage and the amount of time spent in hearing or other detail time.
- 17.6 Supervisors must read comments on daily activity forms and respond accordingly.**

18.

CODE OF CONDUCT

- 18.1** No member in the chain of authority shall engage in conduct unbecoming an employee of the Department or tending to bring into disrepute the Department or the District of Columbia. Any violation of the following rules will be considered grounds for progressive disciplinary actions up to and including termination of employment.
- 18.2** Supervisors shall engage in progressive discipline, following the steps outlined below, and in consultation with the Table of Penalties as outlined in the District Personnel Manual, Section 1619 (see addendum). Members may be excused from these violations upon presentation of a reason acceptable to the Division Manager or the PEMA Administrator.
 - a) Verbal warning (counseling/advising/referring)*
 - b) Admonition*
 - c) Written Corrective Action (official reprimand, suspension of less than 10

days)

- d) Adverse Action (suspension of 10 days or more, reduction in grade, or termination)

**It is advisable at these steps to include such actions as making referrals to assistance programs and processes (COPE, FMLA), as well advising union representations that potential problems exist (i.e., leave abuse).*

18.3 The immediate supervisor is responsible for enforcing the following SOP violations as indicated in 18.2 a-d (progressively),; however, any supervisor or superior who witnesses a violation, should enforce the violation in the manner indicated 18.2 a-d (progressively), and provide a verbal or written report to the violating member's immediate supervisor.

No PO or Supervisory PO shall:

18.4 Fail to give the name and badge number to any person who requests it.

18.5 Fail to become knowledgeable or familiar with this manual.

18.6 Fail to honor, enforce , or follow any section or subsection in this manual

18.7 Fail to honor any written or verbal directives issued by the department or administration.

18.8 Fail to report violations of this manual by other members (in the event of a direct supervisor report the violation to the next higher authority level)

18.9 Fail to follow the chain of authority

18.10 Excessively or habitually report late for duty, classes, meetings, assignments, or pre-scheduled events; unless in accordance with the grace period, or in an approved leave status.

18.11 Use, or allow any unauthorized use of labor or any equipment belonging to the Department for unofficial purposes or functions.

18.12 Engage in other activities, events, occupation or employment which interferes or conflicts with the regular hours or terms and conditions of employment with the Department of Public Works, or which in any way impairs the employee's efficiency.

18.13 Knowingly participate or allow others to participate in behavior that will cause a negative image of the administration (e.g. bullying, sabotaging, harassment or acts of public humiliation).

18.14 Smoke inside a government facility or while on official business, issuing citations, driving, operating or traveling in/on a vehicle, bicycle, segway or any government issued transportation.

18.15 Fail to monitor the appropriate care, use, and maintenance of vehicles, bicycles, segways and/or other transportation devices assigned for, or to personally conducting an inspection before the operation and after the operation of the device.

18.16 Fail to exercise care in preventing an accident/incident in a Department vehicles, bicycles, segways and/or other transportation devices. Culpability or negligence in the operation of a Department motor vehicle or other equipment shall be investigated.

18.17 Shop during lunch or breaks, except for nutritional supplies(e.g., water or drinks, food or

snacks) which are essential for the preservation of the physical condition while on duty.

18.18 Carry any personal items (e.g., purses, bags, or backpacks) that will cause an inconvenience while performing daily assignments. If approved, such items should be preferably black or navy blue.

18.19 Fail to report or to provide essential personal changes (e.g., civil status, phone number, address and name, or contact information for emergencies).

18.20 Fail to display name tag, badge or government issued ID in the outmost garments while on duty and to give the name and badge number to any person inquiring.

18.21 Patrol on the same side of the street with another employee, unless specifically instructed by a superior.

18.22 Report to work while ill or in poor health conditions that will affect performance, other employees and/or create a safety hazard for his/her self, the workforce and the general public. or fail to report sickness or injury to a supervisor.

18.23 Malinger, pretend or simulate illness and/or fail to report to a medical examiner or clinic for treatment when requested or directed by the superior.

18.24 Disclose to any person any information relating to Department records, operations, or activities unless so authorized by the Division Manager or the Administrator.

18.25 Fail to obey or pay for violations of any traffic law, ordinance, rule or regulations while on duty.

18.26 Fail to perform assigned responsibilities listed under his/her title description or other duties as assigned during unexpected events (unless such is believed to be unsafe, dangerous or hazardous for the personal or public safety).

18.27 Fail to maintain a neat and clean appearance and professional demeanor while representing the District of Columbia Government.

18.28 Sit or place foot on any vehicle while preparing a citation.

18.29 Use the Department facility or government e-mail account for personal correspondence or any other personal interest not related with the government business.

18.30 Fail to report to any pre-scheduled tour of duty, overtime, class, meeting or event

18.31 Fail to maintain confidentiality, discretion or privacy when required by the Department, Administration, a Superior or Subordinate or whenever it is obvious that releasing or making public any information will be violate subsection 18.1.

18.32 Be absent without authorized leave or without calling in at least two hours prior or after the start of the scheduled tour of duty.

18.33 Reporting to roll-calls without the required seasonal uniform items or in violation of the established standards for wearing uniforms, including ID card, Badge, and other approved uniform accessories, unless permitted by the Division Manager.

- 18.34** Report to Roll-Call or for duty under the influence of alcohol, drug, narcotics or any illegal, unlawful or prohibited substance by the local or federal law.
- 18.35** Fail to honor a verbal or written directive given by superiors.
- 18.36** Refuse to work overtime when in the opinion of his/her supervisor such overtime work is necessary.
- 18.37** Go home while on duty or enter other private homes unless on Department business and with the approval of his/her supervisor.
- 18.38** Enter theatres, bars, or liquor stores while on duty or wearing the official uniform, unless responding to a customer service request.
- 18.39** Grant to, or request from, any citizens, businesses, co-workers, subordinates, superiors, other government colleagues or agencies any unauthorized privilege, favor or special treatment in connection with the official duties of responsibilities.
- 18.40** Demand, accept, compromise or make exceptions in the government services performed for any gift of value and of any variety or type (e.g., a service, loan, promise, money, food or beverages), given by anyone as a thanks for the services expected, received or provided.
- 18.41** Be absent from his/her assigned work post, class, meeting, pre-scheduled event or assigned enforcement area without approval of his/her superior or designee except for personal necessity.
- 18.42** Gamble in any form while on duty, except for lotteries established and allowed by a local or federal government.
- 18.43** Knowingly associate, connect or relate with any person, business, or organization dealing with criminal activities, illegal drugs or connected with unlawful pursuits creating rebellion, disunity or hate, while on duty.
- 18.44** Use, possess or sell alcohol, drugs, narcotics or any illegal, unlawful or prohibited substance by the local or federal law while on duty.
- 18.45** Strike, or attempt to strike, a citizen, fellow employee or superior while on duty.
- 18.46** Participate, provoke or encourage any violation of peace, crime, offense, felony, or carry any firearm, knife or other type of weapon, or commit any violation of a federal or local penal law while on duty.
- 18.47** Fail to report any arrest, either while on duty or off duty.
- 18.48** Fail to report any kind of accidents/incidents, resulting in injury or property damage, however slight. (Supervisor must contact Workers Compensation to obtain a claim number for injured employee, even if the employee refuses medical treatment; the Safety Officer must also be called according to the Incident/Accident Initial Report.)
- 18.49** Fail to respond or acknowledge Nextel, cellular, office phone calls and messages from superiors, subordinates, other members or the general public.

- 18.50** Fail or neglect to have in his/her possession a valid driver's permit and identification card when reporting for duty.
- 18.51** Fail to restore driving privileges within 30 days after an official notice of license suspension or revocation is received.
- 18.52** Knowingly drive a government motor vehicle with a suspended driver's license.
- 18.53** Drive or ride in privately owned vehicles while on duty, without the approval from a superior.
- 18.54** Use gasoline, oil, or grease for unauthorized purpose for any vehicle other than those belonging to the Department.
- 18.55** Knowingly leave a government motor vehicle, bicycle, or segway unattended without first stopping the engine, locking the ignition or securing the apparatus, removing the key and effectively setting the brake.
- 18.56** Sleep, idle, or lay around while in uniform or when assigned for official activities , or fail to perform work assignments that directly impact the public perception of District government employees.
- 18.57** Be insubordinate, insolent, or impudent to a superior.
- 18.58** Make any false entry or false report in, upon, or in connection with any official record, report, or form.
- 18.59** Knowingly share, give, leave unattended or neglect the User ID/Password of any handheld device or computer and/or the password of any government issued computer account, application or system.
- 18.60 The following conduct violations apply to members having direct authority over other members in the chain of command. No supervisor or manager shall:**
- 18.60.1 Fail to maintain a folder with records for each employee and to make sure that all documents about that employee are ready for review by the employee, and/or evaluation, promotion, review and transfer or any other needs by the Administration or Department.
- 18.60.2 Fail to perform and maintain activities with the enrollment, development and management of personnel policies and records including training, performance appraisals, performance problems, career counseling, organization development, etc.
- 18.60.3 Fail to transfer records, status, standing and conditions of an employee to another supervisor after a transfer, upgrade or downgrade.
- 18.60.4 Fail to provide subordinates with a copy of any policy or procedure adopted by the Administration and obtaining a receipt of acknowledgment from the employee upon distribution of said policy or procedure.
- 18.60.5 Fail to provide advance notice of any change affecting an employee, including behavior, attitude, manners or desired performance level for meeting the unit, team or squad expectations.

- 18.60.6 Fail to ensure that employees follow the organization's policies and procedures, e.g., for sick and personal leave, overtime, contact with the media or press and confidentiality about Administrative information or procedures.
- 18.60.7 Fail to follow policies and procedures for carrying out supervisory responsibilities, e.g., hiring, firing, promoting, etc.
- 18.60.8 Fail to propose help for personnel suspected of any addiction to alcohol, drugs, gambling and any other known illegal substance or activity.
- 18.60.9 Permit or assign a vehicle, segway, bicycle, or any transportation equipment reported unsafe, unless the safety hazard was investigated and repaired by an expert or licensed technician.

19. Transportation, Equipment Usage and Safety Guidelines*

- 19.1** The supervisor or designee is responsible for the safe storage, maintenance, inspection and deployment of any government transportation vehicle, bicycle, segway or any device used in delivering or conducting the official duty or responsibilities of the Department. He/she shall:
 - a. Contact designated administrative staff to request emergency repairs from Fleet Management Administration (FMA) or a licensed technician/mechanic. Defects shall be reported in such detail that the mechanic or technician can quickly locate the source of the problem.
 - b. Make sure that each device exhibits an identification serial number, tag, inspection (when required)
 - c. Make sure that all the safety necessities are met before the deployment of the device.
 - d. Ensure that segways and bicycles not be used during inclement weather (snow, rain and ice).
 - e. Make sure before deployment of a motor vehicle, that the assignee has a valid driver's permit or license issued by the District or other state/jurisdiction of the United States.
 - f. Make sure before the deployment of any segway/bicycle that rider has received the satisfactory safety training and that all safety equipment is provided.
 - g. Make officers accountable for the proper usage, maintenance and preservation of the transportation device.
 - h. Encourage the safe operation of the device in compliance with all laws for pedestrians, parking and traffic.
 - i. Keep and maintain records related to qualified driver(s), utilization purpose with the date and time, incident/accident dent reports, inspections dates and preventive

maintenance schedules.

- j. Make sure that each vehicle has an accident/incident kit with a copy of the registration and insurance card. Kits should include Accident Notification Procedures, Accident Report Form - Driver's Report , Collision Exchange Form - by Driver, Incident Report - by Supervisor , Filing Claims - D.C. Code, Injury Report, and Insurance Certificate.
- k. Make sure employees know how to complete the DPW kit forms.
- l. Insure that transportation equipment is not taken outside of the area of assignment or outside of the District of Columbia without authorization of the Division Manager or higher authority.

19.2 Driver's Pre-Trip inspection Guide Lines; before driving any government vehicle the driver must initiate or report to the supervisor or designee:

- 19.2.1 A vehicle daily activity form.
- 19.2.2 Any damage(s), lost or missing part(s), or other visual problems¹
- 19.2.3 Unacceptable maintenance or safety concerns.
- 19.2.4 Unsatisfactory gallons of gasoline in the tank.
- 19.2.5 Low oil pressure in the crankcase.
- 19.2.6 Insufficient water or antifreeze in the radiator.
- 19.2.7 Improper brakes, lights, turn signals, hazard lights, windshield wipers, and warning devices that are not working properly.
- 19.2.8 Low air pressure in tires or make sure that they are properly inflated.
- 19.2.9 Adherence to the AM or PM maintenance service scheduled by fleet.
- 19.2.10 The number of miles on the odometer before departure.
- 19.2.11 Valid inspection sticker .
- 19.2.12 Any missing or incomplete items from the accident/incident kit.

19.3 After Trip Driver's Inspection Guide Lines; after driving any government vehicle the driver shall prepare the vehicle for the next user, complete all the required documentation and/or report to the supervisor or designee:

- 19.3.1 Completed the Daily Operators Report form by listing the number of miles driven, gallons of gas, oil, water or antifreeze filled.
- 19.3.2 A complete incident/accident report for any damages occurred while the vehicle was under his/her supervision (when applicable)
- 19.3.3 Fuel the gasoline tank for the next user (always strive to have a full tank and never less than half of a tank of gas)
- 19.3.4 Clean the interior and exterior and remove trash accumulated so that next driver will have a clean and healthy atmosphere to conduct his/her business.
- 19.3.5 Conduct an end of the day inspection (check for: body damage, dents, scratches, tire air pressure, and gas level).

19.3.6 Report any unsafe maneuver/movement/drivability noticed during the operation.

19.4 Motor Vehicle Defensive Driving Guidelines (Driver's Responsibility)

19.4.1 Do not drive a government vehicle if your driving privileges' are suspended, revoked or expired.

19.4.2 Do not drive a government vehicle if you're not permitted by a supervisor or designee.

19.4.3 Do not drive a government vehicle if you're under the influence of alcohol, drugs, sick or you have exceeded 12 consecutive hours of driving.

19.4.4 Adjust your mirrors to reduce blind spots before driving.

19.4.5 Make sure you have your driver's license with you.

19.4.6 Make sure you know how to complete the DPW kit forms.

19.4.7 Concentrate on driving, nothing else and be aware of your surrounding at all times.

19.4.8 Show courtesy to other drivers, obey traffic signs and traffic regulations, obey all other lawful authority, and drive in a manner that will foster driving safety in others and create a favorable impression of the Department and the District of Columbia.

19.4.9 The operator and passengers must use seat belts in accordance with current District of Columbia law.

19.4.10 Look out for the other people or driver.

19.4.11 Make a complete stop at stop signs and broken traffic lights; accidents occur at intersections controlled by stop signs or where the traffic signals are broken.

19.4.12 Look out for pedestrians (they have the right of way)

19.4.13 Be careful making turns, look left-right-left before turning and use the outside and inside rearview mirrors.

19.4.14 Don't leave a vehicle unattended without first stopping the engine, locking the ignition, removing the key, effectively setting the brake and locking the doors.

19.4.15 Do not throw or deposit upon any street, highway, sidewalk, or alley, any glass bottle, glass, nails, wire, cans, or any other substance likely to injure any person, or vehicle upon the street, highway, sidewalk, or alleyway.

19.4.16 Use headlights at dawn and at all times after dusk.

19.4.17 Distractions such as eating, drinking, reading, texting, smoking, talking on a cell phone/handheld device ,changing CD's /radio stations or applying makeup while driving are prohibited while the vehicle is in motion.

19.4.18 Keep the vehicle internal noise levels to a minimum, i.e. (radio, CD players and other noise generating devices).

19.4.19 Do not lean in the driver's seat to the extent that it is difficult to be seen over the steering wheel.

19.4.20 At intersections stop well before you reach a crosswalk, watch out for pedestrians walking across the street including your own passengers when they board or leave.

19.4.21 When in stop-and-go traffic, never get too close to the vehicle in front of you, never lose

sight of its brake lights and directional signals.

19.4.22 Slow down and use caution when driving over speed bumps or potholes.

19.4.23 Avoid operating in reverse whenever possible to prevent accidents.

19.4.24 Never make "U" turns, a "U" turn may require dangerous backward movements.

19.4.25 Do not drive the vehicle "off road" unless it is equipped and authorized for that use.

19.4.26 Do not drive the vehicles on flooded roadways, situations can change rapidly and extreme harm can occur, including death.

19.4.27 Back up **only when necessary** and if unavoidable never back into traffic wait until all traffic has cleared.

19.4.28 Always back into parking spaces so that you can drive out, unless indicated to do the opposite by a parking signal.

19.4.29 Sound the horn twice to alert pedestrians and other drivers, when backing out parking spaces that don't have viewing distance and drive out as slowly as possible.

19.4.30 Please don't be in a hurry -- Arriving safely is the key.

19.5 Motor Vehicle Defensive Driving Guidelines for Vans (Driver's/Passenger's Responsibility)

19.5.1 Van drivers are responsible for other passengers, so should concentrate on driving only, ensuring full control of the steering wheel at all times and avoiding engaging in unnecessary conversation with your passengers.

19.5.2 Passengers are not to engage in any distractive conduct with other passengers or the driver, i.e. (loud talking, arguing) or any activity that will cause distraction to the driver.

19.5.3 Indecent language, cursing or conversations of sexual nature are prohibited for both passenger and the driver.

19.5.4 Use extra caution at all times. This vehicle is larger and heavier than most personal vehicles so drive it accordingly.

19.5.5 When turning make wider turns than you would make with a regular vehicle.

19.5.6 Constantly check the outside mirrors for small vehicles, motorcycles, bicycles and pedestrians, especially when a turning right or left.

19.5.7 Use turn signals in advance and turn more slowly than with a regular vehicle.

19.5.8 Never make "U" turns, a "U" turn may require dangerous backward movements.

19.5.9 Vans are more difficult to stop, always allow more distance between your vehicle and the vehicle in front; a least one full car length between your car and the car driving in front of you, for every 10 miles of speed.

19.5.10 Always know the height of your van and avoid driving inside parking garages where the height is same/less than your vehicles height or is questionable, some garages are not high enough to accommodate vans.

19.5.11 Follow and honor all directives of subsection 19.4 a-z.

19.6 Driving in Fog

19.6.1 Drive with lights on low beam. High beams will only be reflected back off the fog and

actually impair visibility even more.

- 19.6.2 Reduce your speed -- and watch your speedometer. Fog creates a visual illusion of slow motion when you may actually be speeding.
- 19.6.3 Listen for traffic you cannot see. Open your window a little to hear better.
- 19.6.4 Use wipers and defrosters as necessary for maximum visibility.
- 19.6.5 Use the right edge of the road or painted road markings as a guide.
- 19.6.6 Be patient, do not pass other vehicles or constantly change traffic lanes.
- 19.6.7 Do not stop on a freeway or heavily traveled road. If your car stalls or becomes disabled, turn your vehicle's lights off, and take your foot off of the brake pedal. People tend to follow tail lights when driving in fog. Move away from the vehicle to avoid injury.

19.7 Driving in Snow and Ice Guidelines:

- 19.7.1 Decrease your speed and leave yourself plenty of room to stop, allow at least three times more space than usual between you and the car in front of you.
- 19.7.2 Brake gently to avoid skidding, if your wheels start to lock up, ease off the brake.
- 19.7.3 Turn on your lights to increase your visibility to other motorists.
- 19.7.4 Keep your lights and windshield clean.
- 19.7.5 Use low gears to keep traction, especially on hills.
- 19.7.6 Don't use cruise control or overdrive on icy roads.
- 19.7.7 Be especially careful on bridges, overpasses and infrequently traveled roads, which will freeze first.
- 19.7.8 Don't pass snow plows and sanding trucks. The drivers have limited visibility, and you're likely to find the road in front of them worse than the road behind.
- 19.7.9 Don't assume your vehicle can handle all conditions. Even four-wheel and front-wheel drive vehicles can encounter trouble on wintry roads.
- 19.7.10 If your rear wheels skid...
 - 19.7.10.1 Take your foot off the accelerator
 - 19.7.10.2 Steer in the direction you want the front wheels to go. If your rear wheels are sliding left, steer left. If they're sliding right, steer right.
 - 19.7.10.3 If your rear wheels start sliding the other way as you recover, ease the steering wheel toward that side. You might have to steer left and right a few times to get your vehicle completely under control.
 - 19.7.10.4 If you have standard brakes, pump them gently.
 - 19.7.10.5 If you have anti-lock brakes (ABS), do not pump the brakes. Apply steady pressure to the brakes. You will feel the brakes pulse -- this is normal.
- 19.7.11 If your front wheels skid:
 - 19.7.11.1 Take your foot off the gas and shift to neutral, but don't try to steer immediately
 - 19.7.11.2 As the wheels skid sideways, they will slow the vehicle and traction will return. As it does, steer in the direction you want to go. Then put the transmission in

"drive" or release the clutch, and accelerate gently.

19.7.12 If you get stuck:

- 19.7.12.1 Do not spin your wheels. This will only dig you in deeper
- 19.7.12.2 Turn your wheels from side to side a few times to push snow out of the way
- 19.7.12.3 Use a light touch on the gas, to ease your car out
- 19.7.12.4 Use a shovel to clear snow away from the wheels and the underside of the car
- 19.7.12.5 Pour sand, kitty litter, gravel or salt in the path of the wheels, to help get traction
- 19.7.12.6 Try rocking the vehicle. Shift from forward to reverse, and back again. Each time you're in gear, give a light touch on the gas until the vehicle gets going
- 19.7.12.7 If everything fails call your supervisor for assistance or request a tow truck.

19.8 Driving in Reduced Visibility Dr (Other than fog, snow and ice)

Reduced visibility conditions include twilight, darkness, rain, smoke, and bright sunshine.

- 19.8.1 Use moderation in judging safe speed, slow down enough to maintain a safe stopping distance.
- 19.8.2 Do not slow down so much that you become a risk to drivers behind you.
- 19.8.3 Other drivers tend to follow the tail lights of vehicles in front of them. If you must pull off of the road, pull as far off of the road as possible, turn off your headlights, take your foot off of the brake pedal, and turn on your hazard lights.
- 19.8.4 Make sure you have a pair of sunglasses in your vehicle to deal with bright sunlight.

19.9 Driving at Night Safety Guidelines

- 19.9.1 Prepare your car for night driving. Keep headlights, tail lights, signal lights and windows (inside and out) clean
- 19.9.2 Have your headlights properly aimed, mis-aimed headlights blind other drivers and reduce your ability to see the road.
- 19.9.3 If there is any doubt, turn your headlights on. Lights will not help you see better in early twilight, but they'll make it easier for other drivers to see you. Being seen is as important as seeing.
- 19.9.4 Reduce your speed and increase your following distances. It is more difficult to judge other vehicle's speeds and distances at night
- 19.9.5 Don't overdrive your headlights. You should be able to stop inside the illuminated area. If you're not, you are creating a blind crash area in front of your vehicle
- 19.9.6 When following another vehicle, keep your headlights on low beams so you don't blind the driver ahead of you. If an oncoming vehicle doesn't lower beams from high to low, avoid glare by watching the right edge of the road and using it as a steering guide.
- 19.9.7 If you're too tired to drive, stop and get rest.
- 19.9.8 If you have car trouble, pull off the road as far as possible. Warn approaching traffic at once by turning on flashers and the dome light. Stay off the roadway and get passengers

away from the area vehicle.

19.10 Safety Tips for PEMA Walking Squads/Personnel.

- 19.10.1 Be certain that motorists can see you. Dress “defensively”. If walking at night, wear the reflective vest or shirts with reflective stripes on your uniform or just carry a flashlight.
- 19.10.2 Even though pedestrians have the rights of way don’t assume vehicles will stop for you.
- 19.10.3 Take extra precaution during inclement weather i.e. (snow, ice, rain)
- 19.10.4 Always cross in the designated areas. Jaywalking is against the law.
- 19.10.5 Stop at the curb, edge of the road; corner or parked vehicle before proceeding to cross.
- 19.10.6 Look left-right-left and if there is a gap in traffic begin to cross.
- 19.10.7 ALWAYS cross at designated crosswalks when available.
- 19.10.8 On roads without sidewalks, walk on the left side of the road, facing the traffic.
- 19.10.9 Watch out for cars backing out of parking spaces and driveways.
- 19.10.10 Never walk alongside or attempt to cross expressways, highways or fast travelled roads.
- 19.10.11 Stop alcohol consumption 8 hours prior to your tour of duty.
- 19.10.12 Always wait until the bus leaves the bus stop before crossing the street.
- 19.10.13 Never cross in front of busses, sightseeing vehicles or trucks.
- 19.10.14 Stay on the sidewalk until large vehicles have passed and check for traffic in all directions, especially vehicles that are about to turn “Right on Red”.
- 19.10.15 If possible, avoid the work zones, electric wires, manholes and areas that are unsafe for walking.
- 19.10.16 Don’t ever take a shortcut across railroad tracks.

19.11 Guidelines for the safe operation of bicycles

- 19.11.1 Always wear a properly fitted bicycle helmet to protect your head – every time you ride.
- 19.11.2 Use a bicycle that is the appropriate size for you, not too big or too small and make sure there are about 5 inches between you and the bike.
- 19.11.3 Make sure you don’t have any loose clothing, drawstrings, or shoelaces; they can get caught in your chain and make you fall.
- 19.11.4 Do your ABC Check: A=Air, B=Brakes and C= Cranks/chain/cassette
 - 19.11.4.1 A=Check that your tires are inflated to the inflation rating printed on the tire.
 - 19.11.4.2 B= Check that your brakes are working; your brakes lever should not come closer than a thumb gap to the handlebar and the wheels should rotate freely when the brakes are released.
 - 19.11.4.3 C= Make sure that crank/chain/cassette are working, grab the crank arms firm and wiggle them to make sure they aren’t lose, turn the pedals and make sure that chain moves freely thru the gears and check the chain for stiff or bent links. Those can feel and sound like a skip. Make sure the rear hub is correctly adjusted and the free hub is not skipping internally/make sure nothing is broken/cracked - axle, skewer, dropout, seat stay.
- 19.11.5 Wear bright clothes so others can see you at all times of the day, especially if you ride in the morning, at dusk or in poor light conditions wear reflective light and reflective best.
- 19.11.6 Stay alert at all times; never listen to music when riding. Pay attention and watch for cars, people, and other bicyclists around you.
- 19.11.7 If you must ride at nighttime, make sure your bike has reflectors and lights and wear retro-reflective materials on your ankles, wrists, back and helmet.
- 19.11.8 Before you enter any street or intersection check for traffic by looking left-right-left to make sure no cars or trucks are there.

- 19.11.9 When riding in the road, always ride on the right hand side (same direction as traffic).
- 19.11.10 Obey all traffic laws; including all the traffic signs and signals, you have the same rights and responsibilities as motor vehicle drivers.
- 19.11.11 Ride predictably—ride in a straight line, don't weave in and out of traffic.
- 19.11.12 When riding on a sidewalk -- show respect for the people walking on the sidewalk. Ring your bell to let them know you are coming and always pass them on the left.
- 19.11.13 Look for debris on your route that could cause you to fall trash, stones, potholes, uneven sidewalks, tree roots, etc.
- 19.12 Guidelines for the safe operation of Segways**
 - 19.12.1 Make sure your segway is properly assembled.
 - 19.12.2 Charge battery for a full 12 hours.
 - 19.12.3 Wear a properly fitted helmet with a chin strap in place, which provides protection for the back of the head.
 - 19.12.4 Have your info-key controller ready and never let anyone use it, unless authorized by a superior.
 - 19.12.5 Adjust the handlebar to the elevation of your elbows.
 - 19.12.6 Power-on the segway by pressing the power stand-by button, until the valance indicator lights illuminate.
 - 19.12.7 Center the handlebar and level the power base. If any of the outer 4(four) indicator lights are red incline the power base bar opposite from the red light, until the center indicator light illuminates green.
 - 19.12.8 Hold the handlebar with both hands to step-on and remember that you are now responsible for your safety and the safety of others.
 - 19.12.9 Place one foot on the mat and the info-key controller should display a "smiley face"; the outer four valance indicator lights should rotate green. Lift your other foot while shifting your weight to the foot on the mat and valance your weight evenly once both feet are on.
 - 19.12.10 Move your body and handlebar slightly in the direction that you want to move, forward, back, left, right and center to stand motionless.
 - 19.12.11 Always leave a gap between you and handlebar.
 - 19.12.12 Avoid obstacles, slippery surfaces, holes, curbs, steps, loose objects and materials, deep or raised slopes, and speedy or rapid maneuvers that could result in the failure of balance or traction and cause a fall.
 - 19.12.13 Stay center on narrow sidewalks and make sure the wheel(s) don't come off the curb.
 - 19.12.14 Pay attention to all warnings and alerts from the segway info-key controller; they indicate unsafe operating conditions. Understand the safety alerts before riding.
 - 19.12.15 Acknowledge the speed limiter, when the handle bar pushback towards you and reduce your speed.
 - 19.12.16 Acknowledge the stick shake warnings and don't force the segway.
 - 19.12.17 If the stick shakes occurs while riding slowdown and...??
 - 19.12.18 If the shaking continues you have 10 seconds to stop and step off.
 - 19.12.19 Remove one hand from the handlebar before you step-off, keep the handle bar stationary while descending the segway.
 - 19.12.20 Never release the handlebar when the segway is in valance mode and use your security key when leaving it unattended to avoid incidents/accidents.
 - 19.12.21 Do not get back on a segway after a safety shutdown occurs and call your supervisor to have the problem identify and corrected.

19.12.22 It is your responsibility to keep ??

19.13The person involved in an accident/incident must:

19.13.1 Report the event, even if there is no apparent injury or damage. Check the scene and if dangers subsist remove yourself to safety and notify the police or emergency services for self or others injured by calling 311 or 911.

19.13.2 Notify supervisor or designee by the most expeditious method (Nextel or phone).

19.13.3 Provide to the supervisor information about the location, personal conditions, what happened, how it happened, degree of damage/injury and the current status.

19.13.3 Remove yourself and passengers if dangers subsist, but do not move the vehicle/segway/bicycle or property at all if possible, until notified by a supervisor or the local police.

19.13.4 If possible, secure the panorama or scene of the accident/incident.

19.13.5 Provide specific details of the incident/accident only to the police or investigating supervisor.

19.13.6 Complete an incident/accident report as soon as possible, or provide a written statement to supervisor to accompany their report.

The responding supervisor or designee must:

19.13.7 Report the event, even if there is no apparent injury or damage.

19.13.8 Collect as much information as possible from the employee and call the police or emergency services for injured persons if this has not already been done.

19.13.9 Notify the Division Manager, Administrator, Safety Officer and union shop steward of a fatality, serious injury, or extensive property damage.

19.13.10 Respond to the scene and insure that the injured and the investigation is/are handled in accordance with the guidelines established by the Department.

19.13.11 Investigate the scene by taking pictures, interviewing eye witnesses, writing the name and badge of the responding police officers and the police report number.

19.13.12 Transport employee(s) back to the facility to write a report of the accident or accompany the employee to the hospital to make sure that treatment is provided.

19.13.13 When serious injuries occur, call the employee emergency contact and if the employee needs help writing the report, write it for him/her and have them sign it.

19.13.14 Get statements from other employees or people involved in the incident/accident.

19.13.15 Contact designated administrative staff to make arrangements through fleet management or other entity to have the disabled vehicle, apparatus or device removed and towed to the appropriate repair facility.

19.13.16 Make sure that Fleet Management Administration gets a copy of the initial incident/accident report

19.13.17 Contact the Safety Officer within two (2) hours of the incident/accident; leave a message if necessary.

19.13.18 Fax a copy of the initial report to the Safety Officer within 24 hours and final within 15 calendar days.

19.13.19 Make sure that CDL operators are tested immediately for drugs and alcohol after an

- accident/incident by contacting the appropriate staff in the Human Capital Administration.
- 19.13.20 Contact Workers Compensation to get a claim number even if there is no apparent injury and/or the employee refuses medical treatment, as the employee may experience or report an injury at a later time.
- 19.13.21 Promptly take or recommend corrective or preventative action based on incident/accident report findings.

Reference sources:

Metropolitan Police Department (MPD)

http://mpdc.dc.gov/mpdc/cwp/view,a,1240,q,548131,mpdcNav_GID,1547.asp

National Highway Transportation Safety Administration (NHTSA)

<http://www.nhtsa.gov/Driving+Safety/Bicycles/Bicycle+Safety+Activity+Kit>

Department of Public Works (DPW)

<http://www.dpw.in.dc.gov/dpw/cwp/view.asp?a=1154&Q=488771>

20. REPORTING LOST or DEFECTIVE DEPARTMENT PROPERTY/MATERIALS

20.1 For the purpose of this subsection DEPARTMENT PROPERTY/MATERIALS means any and all items issued or provided to the employee by the administration, DPW or DC government. (See list in section 11.3.)

20.2 Members of PEMA are responsible for the good care, proper maintenance, and serviceable condition of Department property issued for or assigned to their use.

20.3 Members, regardless of the level of authority, must report all defects as soon as they are discovered to their direct supervisor or designee. Defects shall be reported in detail so that the responsible specialist, mechanic, expert, authority, individual or agency can quickly locate the source of the problem.

20.4 The unit/department responsible for the storage, care and maintenance of any equipment is held strictly accountable for not allowing defective equipment to be used i.e. (vehicles/bicycles/segways, vans, Nextel's or communication equipments, computers, printers, handhelds/printers and uniforms items and so on, if issued by the department) that could endanger employees, general public or delay the prompt performance of the administration and its workforce.

20.5 Any member of the force who loses or damages any official property i.e. (vehicles/bicycles/segways, vans, Nextel's, computers, printers, handhelds/printers and uniforms items and so on, if issued by the department.) shall report such damage or loss in writing to his/her direct supervisor or designee immediately.

20.6 Wherever it is revealed and confirmed by the direct supervisor/designee or

investigating official, that the loss or damage was caused by a member's negligence, the member is required to replace the property at his/her own expense.

21. EMERGENCY INFORMATION, RESPONSE AND EVACUATION PLAN

Whenever communication is available and an emergency is declared the Branch Manager must designate a meeting place and have supervisors immediately given the specific instructions to field employees for the evacuation to initiate.

21.1 Front line employees are to stay at their locations and contact their supervisors to inform him/her of their precise location. Parking officers who are unable to communicate by radio should report to the Reeve's Center or PEMA facility or any location listed in subsection 21.2. All non-mobile employees should attempt to return to either the West Virginia Avenue facility first.

21.2 WALKING UNIT PICK-UP Plan: Each supervisor must have an evacuation plan for picking-up his/her walking units/squads in accordance with their area of assignment and in the event that communication is lost.

21.2.1 NW walking employees may report to any of these facilities.

21.2.1.1 Second District Station 3320 Idaho Ave., NW, Phone: (202) 715-7300

21.2.1.2 Third District Station 1620 V St., NW, Phone: (202) 673-6815

21.2.1.3 Third District Substation (3D-1) 750 Park Rd., NW, Phone: (202) 576-8222

21.2.1.4 Fourth District Station 6001 Georgia Ave., NW, Phone: (202) 715-7400

21.2.1.5 Adjudication Services 301 C Street, NW

21.2.1.6 Georgetown Park Mall - Lower Level 3222 M Street, NW

21.2.1.7 Reeves Center Building, 2000 14th ST NW

21.2.1.8 Judiciary Square Building 441 4th ST NW

21.2.2 NE employees may report to any of these facilities.

21.2.2.1 Fifth District Station, 1805 Bladensburg Rd., NE , Phone: (202) 698-0150

21.2.2.2 Sixth District Station, 100 42nd St., NE, Phone: (202) 698-0880

21.2.2.3 PEMA facility, 1725 15 ST NE, Phone: (202) 541-6077

21.2.3 SW employees may report to any of these facilities.

21.2.3.1 First District Station 101 M Street, SW, Phone: (202) 698-0555

21.2.3.2 Southwest Service Center, 95 M Street, SW, Phone: (202) 727-5000
(main #)

21.2.3.3 Inspection Station, 1001 Half Street, SW, Phone: (202) 729-7125

21.2.4 SE employees may report to any of these facilities.

21.2.4.1 First District Substation 500 E Street, SE , Phone: (202) 698-0068

21.2.4.2 Sixth District Substation 2701 Pennsylvania Ave., SE , Phone: (202)

698-2088

21.2.4.3 Sixth District Satellite Station 2839 Alabama, Ave., SE, Phone: (202) 583-1891

21.2.4.4 Seventh District Station 2455 Alabama Ave., SE, Phone: (202) 698-1500

21.2.4.5 Commercial Driver's License Test Lot 2390 South Capitol Street, SE

21.2.4.6 Penn Branch Shopping Center 3220 Pennsylvania Avenue, SE

21.3 Driving Units/Squads Plan: Mobile employees must follow instruction from their supervisors or designee when communication is available and when communication fails and they learn about an emergency they should immediately report to the following facilities in the order listed below.

1. PEMA facility, 1725 15 ST NE
2. Reeves Center Building, 2000 14th ST NW
3. Judiciary Square Building 441 4th ST NW

21.3.1 Mobile employees should pick up employees they see on their way to the DPW locations when communication is not available or stop at the police stations listed in subsection 21.2 to check fellow employees, avoid any elevated or underground structures such as tunnels and bridges.

21.4 Supervisors may adjust this plan to one that meets their specific needs as long as they get approval from the Division Manager.

21.5 In case of a public emergency (e.g., terrorist attack or natural disaster) Roll Call may be delayed or cancelled pending further instruction or notification.

21.6 The objective for all supervisors during an emergency is to have all employees sheltered within 2 hours after an emergency is declared with communication and within 4 hours during an emergency with a communication failure.

21.7 Employees are encouraged to test their communication devices or Nextel's constantly for service availability and to avoid areas with dead signals for periods of more than 10 minutes. Check your device Signal Strength — more bars next to the antenna indicate a stronger signal.